

Addressing concerns related to the lawsuit matter of Dennis Kelly, former physician at USC Student Health

The university is committed to providing all patients, students, faculty and staff with a culture of respect and support. We care deeply about our entire Trojan family, and the concerns of the LGBTQ+ community are especially of importance to us in this matter.

The experiences expressed by plaintiffs in the lawsuit are of a serious nature, which is why it is important to continue a process of fact-finding in the most complete manner possible.

In matters involving pending litigation, the university works to understand the facts of the matter and will communicate information, to the extent possible, to affected communities as cases make their way through the court process.

The lawsuits are in the early stages, and there haven't been any court hearings yet.

We share deep concern for any members of our community who feel they have been treated with anything less than compassion and outstanding support, and encourage students to reach out to support and resource offices on campus (<https://studentaffairs.usc.edu/campus-resources/>.) Former student health center patients who need further support, we are also providing the option for free counseling with a provider of their choosing, which can be accessed through a third party and without further contact with the university at [888-961-9273](tel:888-961-9273) or helpline@praesidiuminc.com. These resources are also open for current USC students who wish to utilize them.

USC's medical enterprise, Keck Medicine of USC, regularly addresses concerns, questions and feedback from patients through its quality improvement and risk management processes. This process of continuous improvement focuses the organization on its mission to provide excellence in patient care.

Feedback related to patient care for USC Student Health, which falls under the oversight of Keck Medicine of USC, may be submitted online, via email, or by telephone to USC Student Health (studenthealth.usc.edu). Patient feedback is reviewed by health service leadership and by dedicated staff at Keck Medicine.

Overall, the university has revised and updated centralized coordination for reviewing concerns raised by members of the community, including the recently developed Office of Professionalism and Ethics. OPE serves as a centralized clearinghouse for filing and tracking complaints and assigns them to the appropriate investigative office, such as the Office of Equity and Diversity. Students may report complaints directly to OPE online at report.usc.edu, by emailing ope@usc.edu or by calling (213) 740-5575.

All members of the university community who would like to discuss issues of concern confidentially may do so by contacting the Ombuds Office, which is a confidential consulting resource (bit.ly/uscombuds) on either campus.

The university abides by the belief that all patients, students, faculty and staff should be treated equitably, with respect and support, as they seek patient care or educational opportunities, fulfill their professional goals, and advance the institution in its mission to serve the region of Southern California and beyond.

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